



# State of New Hampshire Department of Health and Human Services Office of Quality Assurance and Improvement

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## CAHPS Home and Community-Based Services (HCBS) Survey

Funded by the CMS Testing Experience and Functional Tools (TEFT) Grant

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<http://www.dhhs.nh.gov/dphs/oqai/teft.htm>

# Logistics

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- Phone lines will be muted until designated Q&A periods.
  - When not addressing the group, please mute your line.
  - Please DO NOT place this call on hold, as hold music may be heard by everyone.
- Two ways to ask questions during this presentation:
  - Raise them directly during designated Q&A times.
  - Send them to Gail Deary via Chat.
- This meeting is being audio-recorded for reference and will be posted on the NH DHHS TEFT website.



# CAHPS HCBS Survey Overview

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At the end of this presentation, you will:

- Understand the Purpose of the TEFT grant and the CAHPS HCBS Survey.
- Be Familiar with the basic content of the CAHPS HCBS Survey.
- Know What Clients and Providers Can Expect Over the Coming Months.
- Be Aware of the Timelines for the Survey.

# What is the TEFT Grant?

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The TEFT grant is focused on a certain population, the Medicaid CB LTSS population.

We are in Year 4 of the TEFT Grant, the last year.

Four components to the TEFT grant:

- Field test a cross-disability experience of care survey;
- Field test a set of functional assessment items;
- Demonstrate personal health records; and/or
- Create an electronic LTSS service plan standard.



# Purpose of the TEFT Grant

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The TEFT grant's purpose is to focus on enhancing CB-LTSS systems to achieve a true person-centered culture and improve the quality of care for people receiving Medicaid CB-LTSS.



# Why is a Person-Centered Culture Important in the TEFT Grant?

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Helps people receiving CB-LTSS services:

- To live a life that they and the people who care about them value.
- To construct and describe what they want and need to bring purpose and meaning to their life.
- To ensure that services they receive help them achieve their goals in their community.



# The TEFT Grant in NH

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NH is one of only nine states to be awarded a TEFT grant.

A random sample of the following Medicaid CB-LTSS beneficiaries will be asked to participate in NH's CAHPS HCBS Survey:

- seniors and adults with physical disabilities;
- persons with developmental or intellectual disabilities;
- those with acquired brain injury; and
- persons with severe mental illness.





# CAHPS HCBS Survey Overview

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At the end of this presentation, you will:

- **Understand the Purpose of the TEFT grant** and the CAHPS HCBS Survey
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# What is the **C**onsumer **A**ssessment of **H**ealthcare **P**roviders and **S**ystems (CAHPS)?

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- Category of surveys assessing a person's experience.
- The tools provide a standard methodology.
- Allows for 1) assessing the impact of program services, 2) benchmarking, and 3) identification of best practices.



# Purpose of the CAHPS HCBS Survey

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- ✓ It's a cross-disability tool.
- ✓ Focuses on participant experience, not satisfaction.
- ✓ Addresses what is valued by recipients of the services.
- ✓ Aligns with existing tools.



# CAHPS HCBS Survey in NH

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## Changes for Round 2:

- ❖ Proxies are now allowed.
- ❖ Phone interviews are now allowed.
- ❖ Leaving phone messages is now allowed.
- ❖ NH is allowed to set the schedule for Round 2.



# Use of the Data from the CAHPS HCBS Survey

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- ❖ Program quality.
- ❖ Input in future NH DHHS initiatives.





# CAHPS HCBS Survey Overview

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At the end of this presentation, you will:

- **Understand the Purpose of the TEFT grant and the CAHPS HCBS Survey**
- Be Familiar with the basic content of the CAHPS HCBS Survey
- Know What Clients and Providers Can Expect Over the Coming Months
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# CAHPS HCBS Survey Content

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The CAHPS HCBS Survey includes:

- 9 composite measures
- 3 global ratings
- 3 recommendation measures
- 5 unmet needs measures
- 1 physical safety measure
- Additional individual item measures including the employment module





# CAHPS HCBS Survey Content

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## Composite Measures:

- Staff are reliable and helpful
- Staff listen well and communicate well
- Homemaker provides needed services
- Homemaker's communication
- Case manager is helpful
- Choosing the services that matter to you
- Transportation to medical appointments or if there is a mental health issue
- Personal safety and respect
- Planning your time and activities

# CAHPS HCBS Survey Content

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## Global Ratings Measures:

- Global rating of personal assistance/behavioral health staff, homemaker, or case manager

## Recommendation Measures:

- Would recommend personal assistance/behavioral health staff, homemaker, or case manager to family and friends





# CAHPS HCBS Survey Content

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## Unmet Needs Measures:

- Dressing/bathing
- Meal preparation/eating
- Medication administration
- Toileting
- Household tasks



## Physical Safety Measures:

- Client's physical and mental well-being when with staff



# CAHPS HCBS Survey Overview

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At the end of this presentation, you will:

- Understand the Purpose of the TEFT grant and the CAHPS HCBS Survey (formerly referred to as the Experience of Care, or EoC, Survey)
- **Be Familiar with the basic content of the CAHPS HCBS Survey**
- Know What Clients and Providers Can Expect Over the Coming Months
- Be Aware of the Timelines for the Survey

# What Clients Can Expect

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- About 30 minutes long.
- Read to clients.
- Voluntary.
- No impact on the client's benefits or services.
- Confidential.



# What Providers Can Expect

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- No provider, individual worker, or client will be identified in any way in the data collected.
- Survey staff are mandated reporters.
- Data will be used in quality analysis processes.



# Timelines

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The survey will occur **later this SUMMER 2017**

- Client letter will be generated to explain the survey.
- Client will then be called to request his or her participation in the survey.
- Summer 2017 (anticipated): fielding the survey.
- Fall 2017 (tentative): data analysis.
- Winter 2017 – 2018 (tentative): report writing.
- March 2018: Final report due & results posted on DHHS website



# Questions?

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<http://www.dhhs.nh.gov/dphs/oqai/teft.htm>

# Additional Resources

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- ❖ <http://www.dhhs.nh.gov/dphs/oqai/teft.htm>
- ❖ CAHPS Home- and Community-Based Services Survey 1.0, English Language: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-english.pdf>
- ❖ CAHPS Home- and Community-Based Services Survey 1.0, Supplemental Employment Module, English language: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-supplemental-employment-module-english.pdf>
- ❖ CAHPS Home- and Community-Based Services Survey 1.0, Spanish language: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-spanish.pdf>
- ❖ CAHPS Home- and Community-Based Services Survey 1.0, Supplemental Employment Module, Spanish language: <https://www.medicaid.gov/medicaid/quality-of-care/downloads/cahps-home-and-community-based-services-survey-10-supplemental-employment-module-spanish.pdf>
- ❖ <https://www.medicaid.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html>

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